Who Can Make a Complaint?

- Anyone who receives, or thinks they should receive MCFD services or DAA delegated service;
- The Representative for Children and Youth (RCY) can also make a complaint.

You can also ask another person to support you to make a complaint. This could be a friend, family member or anyone else you know.

Complaints Specialists

A Complaints Specialist will tell you about the complaints process and hear your complaint.

If your complaint is not accepted, the Complaints Specialist will explain why and tell you if there is another review process for your complaint.

For more information or to make a complaint

Call toll-free from anywhere in Canada: 1 877 387-7027

Ask for a Complaints Specialist

Email: MCF.ComplaintsProgram@gov.bc.ca

Toll-Free Telephone Device for the Deaf (TTY):
In Vancouver: 604 775-0303
Elsewhere in B.C.: 1 800 661-8773

Complaints Process

Do you have a complaint?

We want to hear from you!

Call us at 1 877 387-7027.
What Complaints are Accepted?
You can make a complaint about the decisions and actions of any MCFD or DAA delegated services. A delegated service is a service provided under the Child, Family and Community Services Act.

Not all types of complaints are accepted. If there is another way to have your concern heard, the complaint will not be accepted. For example – if you are in court – you might be able to ask the court to make a decision.

The Complaints Process
When you have a disagreement with MCFD or a DAA you can choose either the Complaint Resolution process or an Administrative Review.

Complaint Resolution
• the Complaints Specialist helps you work with MCFD or DAA staff to resolve the complaint.
• Resolution is flexible.
• The Complaint Specialist can offer you the opportunity to engage in a facilitated discussion with MCFD or DAA staff.
• You can ask for an Administrative Review at any time.

Administrative Review
• The MCFD Administrative Review process provides an examination of complaint issue(s) about MCFD or a DAA services by a Review Authority (RA).
• The Review Authority will examine your complaint issue(s) and may make recommendations.
• Once the Administrative Review is complete, your complaint is closed.

What Next?
If you think the complaints process is unfair, you may contact the Office of the Ombudsperson.

Office of the Ombudsperson
Phone: 1 800 567-3247
Fax: 250 387-0198
www.bcombudsperson.ca/

Representative for Children and Youth (RCY)
The RCY supports children and youth receiving designated services or programs provided or funded by government.

www.rcybc.ca
Phone: 1 800 476-3933
Fax: 250 356-0837
Email: rcy@rcybc.ca